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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****Applicants:** Debra L. Beibesheimer, et al.**Examiner:** Isaac M. Woo**Serial No.:** 09/778,378**Art Unit:** 2172**Filed:** February 7, 2001**Docket:** YOR920000766US1 (14069)**For:** CUSTOMER SELF SERVICE SUBSYSTEM  
FOR CLASSIFYING USER CONTEXTS**Dated:** June 7, 2004**Confirmation No:** 6851Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**AMENDMENT**

Sir:

Applicants respectfully request the consideration and entry of the following amendments and remarks in the above-identified application

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 11 of this paper.

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**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

**Dated:** June 7, 2004  
Steven Fischman